March 19, 2020

Dear Parents/Guardians:

Per guidelines from New York State Office of People with Developmental Disabilities (OPWDD), effective immediately, all Community Services for Every1 Individualized Residential Alternatives (IRAs) will suspend all visitations, with the exception of medical or clinical necessity. In an attempt to contain COVID-19, we are implementing this new policy to protect the health and well-being of the people who live in our residences.

During this time, family members or guardians of those supported will not be allowed to enter our residential or programmatic sites. We encourage you to contact the site management in advance if you wish to arrange an *extended* home visit with your loved one. At this time we are not allowing intermittent visits, i.e. back and forth visits due to increased risk of outside exposure, we hope you understand our approach. Following any home visit, we ask that you contact management prior to your loved ones return to the IRA so that we may complete proper screening.

As part of Community Services policy, any medically essential visitors (such as Community Services employees) will still be subject to our screening process and anyone who presents symptoms of illness, has recently traveled to higher at risk areas labeled by the CDC, or has been in contact with those who may be exposed to COVID-19, will not be allowed to enter the site. Staff are required to document the answers to the three question listed below, and then approve or deny based on the screening determination guidance to ensure we do all we can to contain the spread of COVID-19 in our residences.

1. **Have you traveled to a country for which the CDC has issued a Level 2 or 3 travel designation within the last 14 days?; (South Korea, Iran, Italy, China, Japan)**
2. **To your knowledge, have you had contact with any** [**Persons Under Investigation (PUIs) for COVID-19**](https://link.zixcentral.com/u/7ed2a68d/kP5TOOZi6hGpQs-mgvoQLQ?u=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-nCoV%2Fclinical-criteria.html) **(corona virus) within the last 14 days, OR with anyone with known COVID-19 (corona virus) ?; and**
3. **Do you have any symptoms of a respiratory infection (e.g., cough, fever, or shortness of breath)?**

We understand this is a confusing and fearful time. Because the coronavirus is highly contagious for up to 14 days before a carrier is presenting symptoms, it is important we continue to practice social distancing for everyone’s safety. Many of the individuals we support are at a higher risk for complications than the general public. Our goal is to keep everyone safe and healthy during this time of uncertainty. Thank you for your cooperation and understanding. If you have any questions or concerns, please contact us at 716-883-8888 ext. 707 or [COVID19@csevery1.com](mailto:COVID19@csevery1.com).

Best Regards,



Mindy Cervoni  
President & CEO